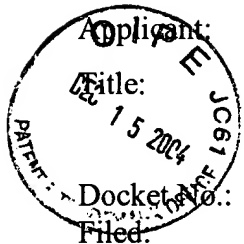


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicant: Kevin Garcia et al.

Title: METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR
DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM

Docket No.: 2046.087US1

Serial No.: 09/379,385

Filed: August 23, 1999

Due Date: December 13, 2004

Examiner: Thomas A. Dixon

Group Art Unit: 3629

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

We are transmitting herewith the following attached items (as indicated with an "X"):

- ☒ A return postcard.
- ☒ An Amendment and Response (11 Pages).
- ☒ Notification of Change of Correspondence Address (1 pg.).

If not provided for in a separate paper filed herewith, Please consider this a **PETITION FOR EXTENSION OF TIME** for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.

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By: 

Atty: Andre L. Marais

Reg. No. 48,095

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 13th day of December, 2004.

Dawn R. Shaw

Name


Signature